



CITIZEN'S CHARTER

Department of Environment and Natural Resources

MINES AND GEOSCIENCES BUREAU

Regional Office No. VIII

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(Updated as of July 2020)

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MANDATE

The MGB is the primary government agency under the DENR, responsible for the conservation, management, development and proper use of the country's mineral resources including those in reservations and lands of public domain.

Towards this end, it is primarily responsible for the rational administration and disposition of mineral lands and resources, development of mining, geological, metallurgical, chemical and related technologies thru basic and applied researches and inventory of mineral resources.

VISION

The Mines and Geosciences Bureau envisions a minerals industry that is not only prosperous but also socially, economically and environmentally sustainable, with broad community and political support while positively and progressively assisting in government's program on poverty alleviation and contributing to the general economic well-being of the nation.

MGB also aims to be the leading geoscience and georesources serving the public and nation with scientific reliability

MISSION

The Mines and Geosciences Bureau, as steward of the country's mineral resources, is committed to the promotion of sustainable mineral resources development, aware of its contribution to national economic growth and countryside community development. It fully recognizes that the development of a responsive policy framework in partnership with stakeholders to govern mineral exploration, mining and investment decisions and an effective institutional structure, are fundamental requisites for the sustainable utilization of the country's mineral resources. It is adherent to the promotion of geological studies as an integral element of socio-economic development, environmental protection and human safety. Yet, it is sensitive to the known environmental impacts of mining and the need for restoration and rehabilitation of mining-affected areas and the development and adoption of environmental and geoscientific technologies.

PERFORMANCE PLEDGE

The Mines and Geosciences Bureau, Regional Office No. VIII – Eastern Visayas (MGB-EV) is committed to providing the highest possible level of quality service towards clientele satisfaction. To achieve this, it has committed to adhere to its mandate through:

Meeding the demands and expectation of its clientele based on surveys and feedbacks.

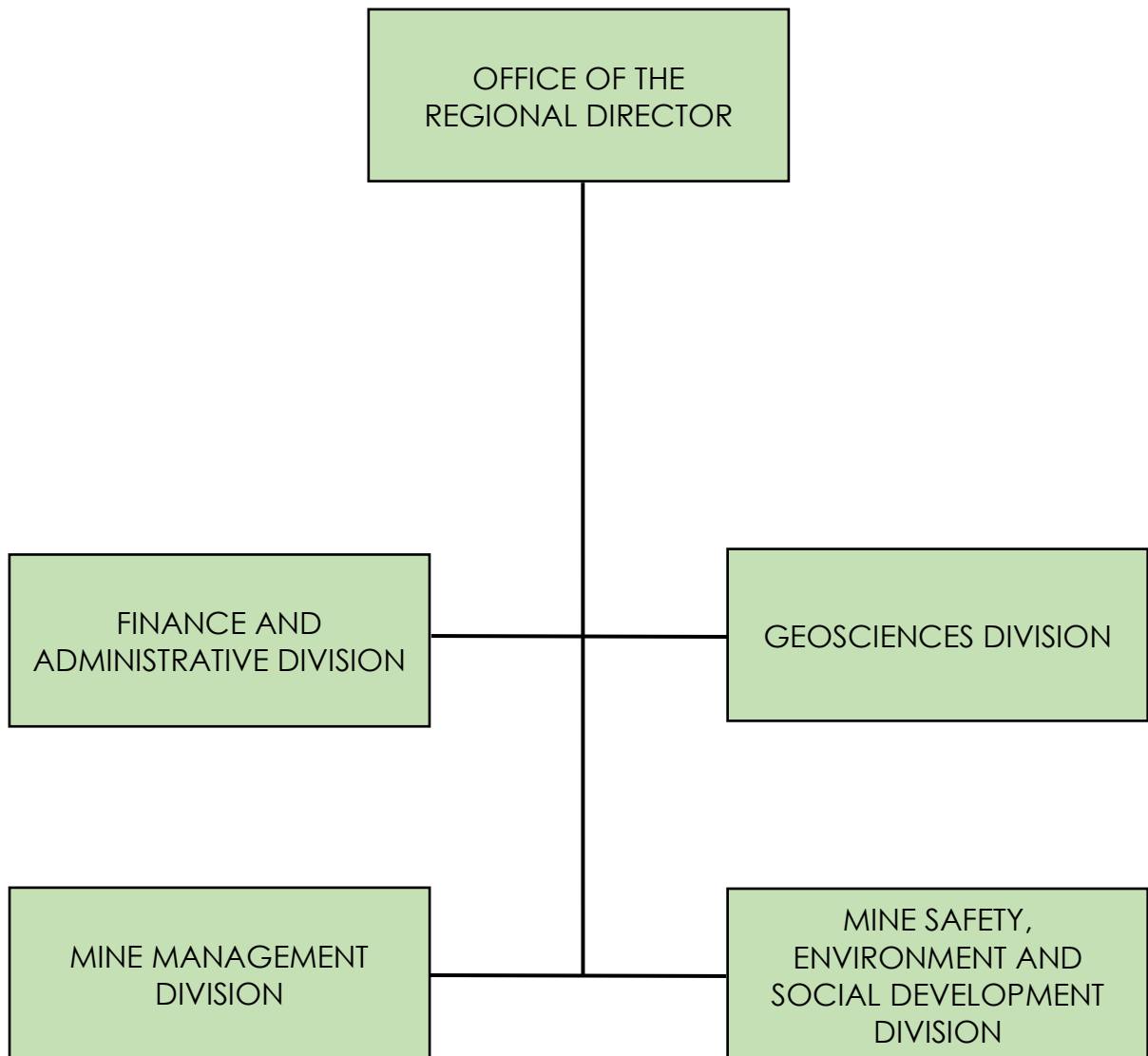
Giving wholeheartedly and dedicated service by value-oriented employees;

Bolstering maximum support and cooperation among all employees through periodic orientation and dissemination;

Eliminating unnecessary delays that hinder effective and efficient service delivery through continuous review of systems and procedures, training and implementation; and,

Vouching for improved and sustained quality service through periodic performance audit/evaluation and enhancement.

ORGANIZATIONAL STRUCTURE



FUNCTIONAL UNITS

Office of the Regional Director. The Office of the Regional Director shall implement at the regional level the pertinent laws, policies, rules and regulations and programs; exercise the management functions of planning, organizing, directing and controlling; undertake Information, Education and Communication campaign; and perform such duties and functions as may be provided by law or delegated by the Director.

The Office shall have the following divisions:

Finance and Administrative Division. The Finance and Administrative Division (FAD) shall provide general administrative services pertaining to human and financial resources and property and records management.

Geosciences Division. The Geosciences Division (GD) shall undertake land and marine geoscientific surveys (including mineral exploration, geological mapping, geohazards assessment, groundwater resource exploration and vulnerability assessment, and engineering geological and geo-environmental studies) and provide geological laboratory and information services.








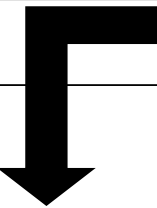


Mine Management Division. The Mine Management Division (MMD) shall undertake initial evaluation of mining and mining-related applications, monitoring of the disposition and utilization of mineral lands and resources, and survey of mineral lands.

Mine Safety, Environment and Social Development Division. The Mine Safety, Environment and Social Development Division (MSESDD) shall conduct the evaluation and monitoring of implementation of programs and investigate incidents/complaints on mine safety and health, environmental management and social development.

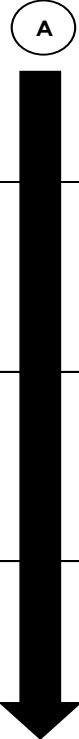


LIST OF FRONTLINE SERVICES

CIT. NO.	FRONTLINE SERVICE	PROCESSING TIME (Under normal conditions)	Division In Charge	Fees	Forms
1	Service to Clients (Wal-in or through phone) and Media Interview	1 hour and 15 minutes	Office of the Regional Director		
2	Issuance of CEMCRR/COE	3 days (COE) 7 days (CEMCRR)	Mine Safety, Environment and Social Development Division	P5,000 (Application Fee) P6,000 (Verification Fee)	
3	Issuance of Authority to Install/Permit to Operate Machineries, Steam Boilers and Internal Combustion Engine, and Certificate of Electrical Inspection (CEI)	3 days (Authority to Install) 21 days (Permits and Certificates)	Mine Safety, Environment and Social Development Division	P500.00/plan (Processing Fee) P6,000 (Verification Fee)	
4	Issuance of Safety Engineer's/ Inspector's Permit	3 days	Mine Safety, Environment and Social Development Division	P1,500 (Application Fee for Permanent) P1,000 (Application Fee for Temporary)	
5	Geohazard Identification Survey	9 days	Geosciences Division	P6,000	
6	Geological Site Scoping	20 days	Geosciences Division	P6,000	
7	Review of Engineering Geological and Geohazard Assessment Report	20 days	Geosciences Division	P6,000 (Housing) P9,000 (Infra & High Rise) P15,000 (Major Infra Building Projects & Civil Works)	
8	Geological Investigation/Geohazard Assessment	20 days	Geosciences Division	P6,000	
9	Issuance of Accreditation of Traders of Minerals/Mineral Products/By Products	6 hours and 15 minutes	Mine Management Division	P7,000	
10	Issuance of Exploration Permit	15 hours and 15 minutes	Mine Management Division	P221,500	
11	Issuance of Industrial Sand and Gravel Permit	3 days 1 hour and 15 minutes	Mine Management Division	P32,500	
12	Issuance of Area Status/Clearance	4 hours and 45 minutes	Mine Management Division	P500	
13	Issuance of Ore Transport Permit	2 days, 4 hours and 45 minutes	Mine Management Division	P8,000	
14	Issuance of Mineral Ore Export Permit	4 hours and 45 minutes	Mine Management Division	P7,000	
15	Issuance of Certification/Certificate of Ore Transport	2 hours and 35 minutes	Mine Management Division	P500	

Citizen's Charter No. 1						
Name of Office	: Mines and Geosciences Bureau, Regional Office No. VIII					
Division	: Office of the Regional Director					
Frontline Service	: Service to Clients (Walk-in or through phone) and Media Interview					
Schedule of Availability of Service	: Monday - Friday 8:00 AM - 5:00 PM					
Who may avail of the Service	: Concerned Stakeholders and Clients					
How to Avail of the Service						

No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)
TOTAL DURATION: 1 hour and 15 minutes						
1	Stakeholder/Client/Media personally visit the Office and fill out the visitor's logbook (log-in) 	Record in the visitor's slip the purpose of the stakeholder/client/media, then route to the Regional Director 	Security Guard on Duty and/or	1 minute	Visitor's Slip	
	Stakeholder/Client/Media call through phone 		 Celeste Faith S. Dela Cruz Information Officer	1 minute		
2		Talk with the concerned stakeholder/client/media	 Leo Van V. Juguan Regional Director	5 to 30 minutes		
		if done (proceed to No. 8)  if needs further service 				
3	 A	Refer the stakeholder/client/media to concerned division/section/unit 	 Leo Van V. Juguan Regional Director	3 minutes		

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No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)
4		Receive the instruction from the Regional Director and usher the stakeholder/client/media to the concerned division/section/unit	 Celeste Faith S. Dela Cruz Information Officer	3 minutes		
5		Relay the instruction of the Regional Director and refer the client to the concerned division/section/unit	 Celeste Faith S. Dela Cruz Information Officer	2 minutes		
6		Refer the stakeholder/client/media to the concerned Division/Section Chief/Unit Head	Concerned Division Secretary	1 minute		
7		Talk with the concerned stakeholder/client/media	Concerned Division/Section Chief/ Unit Head	5 to 30 minutes		
8		Stakeholder/Client/Media fill the logbook (log-out)	Security Guard on Duty	1 minute		













Citizen's Charter No. 2






Name of Office	: MINES AND GEOSCIENCES BUREAU REGIONAL OFFICE NO. 8 (MGB R08) : Mine Safety, Environment and Social Development Division (MSESDD)
Frontline Services	: Issuance of Certificate of Environmental Management and Community Relations Record (CEMCRR)/ Certificate of Exemption (COE)
Schedule of Availability of Service	: Monday - Friday 8:00 A.M. - 5:00 P.M.
Who may be avail of the Service	: Applicants for EP, Mineral Agreements, FTAA, SAG-IP and MPP
How to avail of the Service	:

No. (A)	Customer Activity (B)	MGB Action/s (C)	Officer/Person Responsible/Location (D)	Duration (E)	Documentary Requirements (F)	Amount of Fees (G)
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Total Duration: For COE: Activity is Simple - 3 working days; For CEMCRR: Activity is Complex - 7 working days.







1	Request Application Form personally.	Prepares application form to be given to the applicant/representative.	 Ayra Mae Tuazon-Aragon Engineer II (MMD)	2 minutes		
2	Fill-up the application form (submitted together with other requirements of a mining tenement application).	Receives the application with the attached requirements.	 Gloria A. Dumas Receiving/Releasing Clerk	5 minutes	<ul style="list-style-type: none"> ● Duly filled-up application form ● EMB Certification of Satisfactory Environmental Track Records (with previous mining related activities) ● Affidavit of Non-Operation (without previous mining related activities) 	
3	Pay the application fee at the Cashier, and submit a machine copy of the O.R. to the MMD.	MMD prepares the Order of payment for the application fee, advise the applicant to pay the application fee, then forward the application with attached requirements to MSESDD for appropriate action upon payment of the application fee.	 Margarito Jerry S. Barreto OIC, MMD	30 minutes	O.R. of the Application Fee Payment (machine copy)	PhP5,000.00
4		Receive and record the application with the attached requirements (MSESDD), which will be referred to the Mine Environmental Mgt. Section (MEMS).	 Elma P. Catenza Receiving/Releasing Clerk	10 minutes		

No.	Customer Activity	MGB Action/s		Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)		(D)	(E)	(F)	(G)
5		Check/evaluate the application form if duly filled-up and the attached requirements if complete.		 Romulo C. Babatugon Chief, Mng. Env'l. Mgt. Section	10 minutes	<ul style="list-style-type: none"> ● Duly filled-up application form ● EMB Certification or Affidavit of Non-Operation ● Application fee receipt (machine copy) 	
		 w/o past mineral resource use or mining related ventures	 With existing/past mineral resource use or mining related ventures				
6	Pay the application fee at the Cashier, and submit a machine copy of the O.R. to the evaluator.  	Prepares Order of payment for the verification fee, and advise the applicant to pay the verification fee. Upon payment of the verification fee, schedule and conduct field evaluation/verification on the area where the existing/past mining related ventures is located, and prepares evaluation report.		 Romulo C. Babatugon Chief, Mng. Env'l. Mgt. Section	10 minutes	O.R of the Verification Fee Payment (machine copy)	PhP6,000.00
		 Applicant comply deficiencies and submits compliance documents, which will be referred to the evaluator.	If result is Fair or Unsatisfactory, prepares and mail letter-advise to the applicant for compliance of deficiencies.		If result is Satisfactory, Very Satisfactory or Outstanding 	3 days	
7	 	Prepares the memo endorsement to the Regional Director recommending the issuance of CEMCRR or COE and the Certificate.		 Romulo C. Babatugon Chief, Mng. Env'l. Mgt. Section	15 minutes		
8		Final check/review the required documents accompanying the CEMCRR application, and edit/finalize the CEMCRR / COE and memo endorsement.		 Salvador E. Anagap OIC, MSESDD	15 minutes	<ul style="list-style-type: none"> ● Duly filled-up application form <u>For CEMCRR</u> ● CEMCRR Evaluation Report ● Certification from EMB-08 ● O.Rs. of application and verification fees ● <u>For COE</u> ● Affidavit of Non-Operation ● O.R. of application fee 	

No. (A)	Customer Activity (B)	MGB Action/s (C)	Officer/Person Responsible/Location (D)	Duration (E)	Documentary Requirements (F)	Amount of Fees (G)
9		Approves/signs the Certificate.	 Leo Van V. Juguan, CESO V Regional Director	5 minutes		
						
10		Barcode the CEMCRR or COE, record in the logbook and release.	 Elma P. Catenza MSESDD Receiving/ Releasing Clerk	5 minutes		
						
11		Forward the CEMCRR or COE to MMD for registration as it is a requirement in the mining tenement application.	 Gloria A. Dumas Receiving/Releasing Clerk	5 minutes		
Note:	A Certificate of Exemption (COE) will be issued by the MGB Regional Director concerned in lieu of the CEMCRRR to an applicant with no past mining related business/ventures.					




Citizen's Charter No. 3

Name of Office	: MINES AND GEOSCIENCES BUREAU REGIONAL OFFICE NO. 8 (MGB R08)
	: Mine Safety, Environment and Social Development Division (MSESDD)
Frontline Services	: Issuance of Authority to Install/Permit to Operate Machineries, Steam Boilers and Internal Combustion Engine, and Certificate of Electrical Inspection (CEI)
Schedule of Availability of Service	: Monday - Friday 8:00 A.M. - 5:00 P.M.
Who may be avail of the Service	: Contractors/Permit Holders/Permittees of SAG Industrial Permit, Mineral Agreements, FTAA, Quarry and MPP
How to avail of the Service	

No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)
Total Duration: For Authority to Install: Activity is Simple - 3 working days; For Permits and Certificate: Activity is Highly Technical - 21 working days.						
1	Request Application Form personally	Prepares application form with attached list of requirements to be given to the applicant/representative.	  JLLauzon Sr. SRS DAOperario Sr. SRS Mine Safety and Health Section	2 minutes		
2	Fill-up the application form and submit application together with the mandatory requirements.	Receives and record the application with attached mandatory requirements, and stamped received, which will be forwarded and received by the MSESDD.	 Gloria A. Dumas Receiving/Releasing Clerk	5 minutes	<ul style="list-style-type: none"> ● Plans and specifications for the mechanical/electrical installations ● Copy of the contract/permit ● Copy of the ECC 	
3		Receive and record the application with the attached requirements, which will be referred to the Mine Safety and Health Section (MSHS).	 Elma P. Catenza MSESDD Receiving/Releasing Clerk	10 minutes		
4		Check/verify the application form if duly filled-up and attached mandatory requirements if complete If not okay/incomplete, return the application with the advise to complete the requirements.	  JLLauzon Sr. SRS DAOperario Sr. SRS Mine Safety and Health Section	10 minutes		

No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)
5		Prepares Order of payment for the processing fee and advise the applicant to pay at the cashier.	 JLLauzon Sr. SRS DAOperario Sr. SRS Mine Safety and Health Section	10 minutes		
6	Payment of the processing fee at the cashier.	Receives payment for the processing fee and issue O.R.		5 minutes	Order of payment for the processing fee	PhP500.00/plan
7	Submit a machine copy of the O.R. of the processing fee payment. Applicant comply deficiencies and submits compliance documents which will be referred to the evaluator 	<ul style="list-style-type: none"> Receives the machine copy of the O.R. of the processing fee. Process the application by verifying/evaluating the submitted plans. If not okay advise the applicant of deficiencies. if okay	 JLLauzon Sr. SRS DAOperario Sr. SRS Mine Safety and Health Section	30 minutes	O.R of the processing fee payment	
8		Prepares the "Authority to Install" mechanical/electrical installations.	 JLLauzon Sr. SRS DAOperario Sr. SRS Mine Safety and Health Section	10 minutes		
9		Edit/finalize and countersign the prepared "Authority to Install" by the Chief, MSHS and OIC, MSESDD.	 FICadavos Chief, MSHS SEAnagap OIC, MSESDD	10 minutes		
10		Approves/signs the "Authority to Install" mechanical/electrical installations.	 Leo Van V. Juguan, CEO V Regional Director	5 minutes		

No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)
11	Receives the "Authority to Install" Mechanical/Electrical installation.	Releasing of the "Authority to Install" mechanical/electrical installations.	 Gloria A. Dumas Receiving/Releasing Clerk	5 minutes		
12	Request for inspection/ verification of the completely installed processing plant facility prior to its operation.	Prepares Order of Payment for the verification fee.	 JLLauzon DAOperario Sr. SRS Sr. SRS Mine Safety and Health Section	10 minutes		
13	Payment of the verification fee at the cashier	Receives payment for the verification fee and issue O.R.	 Cashier II	5 minutes	Order of payment for the verification fee	PhP6,000.00
14	Submit a machine copy of the O.R. of the verification fee payment.	Receives the machine copy of the O.R. of the verification fee payment, and schedule the field inspection/verification.	 JLLauzon DAOperario Sr. SRS Sr. SRS Mine Safety and Health Section	5 minutes	Machine copy of the O.R. of the verification fee payment	
15	12	Conducts field inspection/verification whether the submitted plans conform to the actual set-up, and prepares report If not okay, prepare letter-advise to the applicant to correct deficiencies. If okay, prepares the memo endorsement to the Regional Director recommending the issuance of Permits/ Certificate and the Permits/ Certificate.	 JLLauzon DAOperario Sr. SRS Sr. SRS Mine Safety and Health Section	9 days 10 minutes		
16		Edit/Review the inspection report, and edit/ finalize the prepared memo endorsement to the Regional Director recommending the issuance of permits/certificate and the permits/certificate by the Chiefs, MSHS and OIC, MSESDD.	 FICadavos SEAnagap Chief, MSHS OIC, MSESDD	1 hour		







No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)
17		Approves/signs the prepared "Permit to Operate Machineries and Internal Combustion Engine and Certificate of Electrical Inspection".	 Leo Van V. Juguan, CESO V Regional Director	5 minutes		
		↓				
18		Barcode the Permits/Certificate and record in the logbook.	 Elma P. Catenza MSESDD Receiving/ Releasing Clerk	5 minutes		
		↓				
19	Receives the "Permits to Operate Machineries/Steam Boiler/Internal Combustion Engine, and Certificate of Electrical Inspection"	Releasing of the Permits/Certificate	 Gloria A. Dumas Receiving/Releasing Clerk	5 minutes		

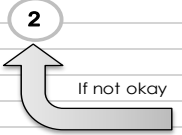
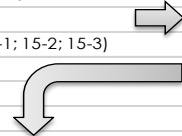
Citizen's Charter No. 4







Name of Office	: MINES AND GEOSCIENCES BUREAU REGIONAL OFFICE NO. 8 (MGB R08) : Mine Safety, Environment and Social Development Division (MSESDD)
Frontline Services	: Issuance of Safety Engineer's/Inspector's Permit
Schedule of Availability of Service	: Monday - Friday 8:00 A.M. - 5:00 P.M.
Who may avail of the Service	: Mining/Quarrying Safety Engineers/Inspectors
How to avail of the Service	

No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)

Total Duration: Activity is Simple - 3 working days

1	Request Application Form personally. (MGB Forms Nos. 15-1; 15-2; 15-3)	Prepares application form with attached list of requirements to be given to the applicant/representative.	  F. Cadavos D. Operario Supvg. SRS Sr. SRS Mine Safety and Health Section	2 minutes		
2	Fill-up the application form and submit application together with the mandatory requirements.	Receives the application with attached mandatory requirements, which will be referred to the MSESDD	 Gloria A. Dumas Receiving/Releasing Clerk	5 minutes	3 copies of each requirements 1. Duly filled-up application form 2. Certified Photocopy of College or High School Diploma, or pertinent credentials, as the case, may be (certified photo copy of PRC ID, Training Certificates, Etc.) 3. Certificate of Employment (present and previous) signed under oath. 4. Latest 2in. x 2in. picture 5. Registration Fee	
3		Receives and record the application with the attached requirements, which will be referred to the Mine Safety and Health Section (MSHS).	 MSESDD Receiving/ Releasing Clerk	10 minutes		
4		Check/verify the application form if duly filled-up and the attached mandatory requirements if complete.	  F. Cadavos D. Operario Supvg. SRS Sr. SRS Mine Safety and Health Section	10 minutes	1. Duly filled-up application form 2. Certified Photocopy of College or High School Diploma, or pertinent credentials, as the case, may be (certified photo copy of PRC ID, Training Certificates, Etc.) 3. Certificate of Employment (present and previous) signed under oath. 4. Latest 2in. x 2in. picture 5. Registration Fee	



No.	Customer Activity	MGB Action/s	Officer/Person Responsible/Location	Duration	Documentary Requirements	Amount of Fees
(A)	(B)	(C)	(D)	(E)	(F)	(G)
5	Pay the registration fee at the Cashier, and submit a machine copy of the O.R. to the evaluator.	Prepares Order of Payment for the registration fee, advise applicant to pay the registration fee at the Cashier, process the application, and prepares the memo endorsement to the Regional Director recommending the issuance of the permit and the Permit.	  FICadavos DAOperario Supvg. SRS Sr. SRS Mine Safety and Health Section	30 minutes	Official Receipt of the Registration Fee Payment	PhP1,500.00 for Permanent PhP1,000.00 for Temporary
6		Final check/review the required documents accompanying the application, and edit/finalize the memo endorsement and the Permit.	 Salvador E. Anagap OIC, MSESDD	15 minutes		
7		Approves/signs the "Safety Engineer's/Inspector's Permit".	 Leo Van V. Juguan, CESO V Regional Director	5 minutes		
8		Barcode the Permit and record in the logbook.	 Elma P. Catenza MSESDD Receiving/ Releasing Clerk	5 minutes		
9	Applicant receives the "Safety Engineer's/Inspector's Permit".	Officially release the Permit.	 Gloria A. Dumas Receiving/Releasing Clerk	5 minutes		

Citizen's Charter No. 5

GEOLOGICAL SERVICES						
Request for Geohazard Identification Survey						
Schedule of Availability of Service	Monday-Friday; 8:00 AM-5:00 P.M. without noon break					
Who May Avail of the Service	General Public					
What are the Requirements	1. Letter-request addressed to the Regional Director, Mines and Geosciences Bureau, Regional Office No. VIII 2. Attachment to the letter: Project description and Site Development Plan					
Duration	9 days					
How to Avail of the Service						
Steps	Applicant/Client Activity	Service Provider	Duration of Activity (Under normal circumstances)	Person in charge	Fees	Forms
1	<ul style="list-style-type: none"> Submits letter-request for the conduct of Geohazard Identification Survey (GIS) 	<ul style="list-style-type: none"> Receives Letter-Request and forwards to the Office of the Regional Director (ORD). Transmits to Geosciences Division (GD). Transmits to Geologist/Technical Staff: 	<ul style="list-style-type: none"> 30 minutes 30 minutes 30 minutes 	<ul style="list-style-type: none"> Administrative Staff/Records Officer ORD Chief, GD 		
2	<ul style="list-style-type: none"> Meets with Geological Technical Staff 	<ul style="list-style-type: none"> Geologist/Technical Staff discusses & arranges schedule for the conduct of GIS. Prepares Order of Payment in two (2) copies. Reviews/Initials Order of Payment. Signs Order of Payment 	<ul style="list-style-type: none"> 2 hours 20 minutes 20 minutes 20 minutes 	<ul style="list-style-type: none"> Geologists/Technical Staff, GD Administrative Staff, GD Geologist/Technical Staff, GD Chief, GD; and Accountant, FAD 		
3	<ul style="list-style-type: none"> Pays the fees Submits duplicate copy of Order of Payment and presents OR to GD 	<ul style="list-style-type: none"> Accepts payment and issues OR; gives client the duplicate copy of the Order of Payment with notation of OR number and amount paid; Receives duplicate copy of Order of Payment and photocopies the OR; 	<ul style="list-style-type: none"> 15 minutes 15 minutes 	<ul style="list-style-type: none"> Cashier, FAD Geologists/Technical Staff, GD 		
4		<ul style="list-style-type: none"> Conducts GIS. 	<ul style="list-style-type: none"> 5 days (Within the provincial area) 	<ul style="list-style-type: none"> Geologists/Technical Staff, GD 		
5		<ul style="list-style-type: none"> Prepares/Signs Geohazard identification Report (GSSR); and prepares Letter of Endorsement; 	<ul style="list-style-type: none"> 2 days 	<ul style="list-style-type: none"> Geologists/Technical Staff, GD 		
6		<ul style="list-style-type: none"> Reviews and initials Letter of Endorsement; Signs Letter of Endorsement; 	<ul style="list-style-type: none"> 15 minutes 30 minutes 	<ul style="list-style-type: none"> Chief, GD Regional Director 		
7	<ul style="list-style-type: none"> Presents ID (or in cases of authorized representative, presents proof of authorization) to GD and acknowledges receipt of GIR 	<ul style="list-style-type: none"> Releases GIR to client. 	<ul style="list-style-type: none"> Anytime at the clients convenience 	<ul style="list-style-type: none"> Administrative Staff, GD 		
END OF TRANSACTION						

Citizen's Charter No. 6

GEOLOGICAL SERVICES						
Request for Geological Site Scoping						
Schedule of Availability of Service	Monday-Friday; 8:00 AM-5:00 P.M. without noon break					
Who May Avail of the Service	General Public					
What are the Requirements	1. Letter-request addressed to the Regional Director, Mines and Geosciences Bureau, Regional Office No. VIII 2. Attachment to the letter: Project description and Site Development Plan					
Duration	20 days					
How to Avail of the Service						
Steps	Applicant/Client Activity	Service Provider	Duration of Activity (Under normal circumstances)	Person in charge	Fees	Forms
1	<ul style="list-style-type: none"> Submits letter-request for the conduct of Geological Site Scoping (GSS) 	<ul style="list-style-type: none"> Receives Letter-Request and forwards to the ORD. Transmits to GD. Transmits to Geologist/Technical Staff, 	<ul style="list-style-type: none"> 30 minutes 30 minutes 5 minutes 	<ul style="list-style-type: none"> Administrative Staff/Records Officer ORD Chief, GD 		
2	<ul style="list-style-type: none"> Meets with Geological Technical Staff 	<ul style="list-style-type: none"> Geologist/Technical Staff discusses & arranges schedule for the conduct of GSS. Prepares Order of Payment in two (2) copies. Reviews/initials Order of Payment. Signs Order of Payment; 	<ul style="list-style-type: none"> 2 hours 20 minutes 20 minutes 20 minutes 	<ul style="list-style-type: none"> Geologists/Technical Staff, GD Administrative Staff, GD Geologist/Technical Staff, GD Chief, GD; and Accountant, FAD 		
3	<ul style="list-style-type: none"> Pays the fees Submits duplicate copy of Order of Payment and presents OR to GD 	<ul style="list-style-type: none"> Accepts payment and issues OR, gives client the duplicate copy of the Order of Payment with notation of OR number and amount paid. Receives duplicate copy of Order of Payment and photocopies the OR; 	<ul style="list-style-type: none"> 15 minutes 15 minutes 	<ul style="list-style-type: none"> Cashier, FAD Geologists/Technical Staff, GD 		
4		<ul style="list-style-type: none"> Conducts GSS; 	<ul style="list-style-type: none"> 3days (Within the provincial area) 	<ul style="list-style-type: none"> Geologists/Technical Staff, GD 		
5		<ul style="list-style-type: none"> Prepares/Signs Geological Site Scoping Report (GSSR); and prepares Letter of Endorsement; 	<ul style="list-style-type: none"> 14 days 	<ul style="list-style-type: none"> Geologists/Technical Staff, GD 		
6		<ul style="list-style-type: none"> Reviews and initials Letter of Endorsement. Signs Letter of Endorsement; 	<ul style="list-style-type: none"> 15 minutes 30 minutes 	<ul style="list-style-type: none"> Chief, GD Regional Director 		
7	<ul style="list-style-type: none"> Presents ID (or in cases of authorized representative, presents proof of authorization) to GD and acknowledges receipt of GSSR 	<ul style="list-style-type: none"> Releases GSSR to client's 	<ul style="list-style-type: none"> Anytime at the clients convenience 	<ul style="list-style-type: none"> Administrative Staff, GD 		
END OF TRANSACTION						

Citizen's Charter No. 7







GEOLOGICAL SERVICES						
Request for Review of Engineering Geological and Geohazard Assessment Report						
Schedule of Availability of Service	Monday-Friday; 8:00 AM-5:00 P.M. without noon break					
Who May Avail of the Service	General Public					
What are the Requirements	1. Letter-request addressed to the Regional Director, Mines and Geosciences Bureau, Regional Office No. VIII 2. Attachment to the letter: EGGAR					
Duration	20 days					
How to Avail of the Service						
Steps	Applicant/Client Activity	Service Provider	Duration of Activity (Under normal circumstances)	Person in charge	Fees	Forms
1	<ul style="list-style-type: none"> Submits letter-request with three (3) copies of EGGAR 	<ul style="list-style-type: none"> Receives EGGAR and forwards to the ORD, Transmits to GD; Transmits to Technical Staff; Prepares Order of Payment in two (2) copies; Reviews/initials Order of Payment for EGGAR Review; Signs Order of Payment; 	<ul style="list-style-type: none"> 30 minutes 30 minutes 5 minutes 5 minutes 20 minutes 20 minutes 	<ul style="list-style-type: none"> Administrative Staff/Records Officer ORD Chief, GD Administrative Staff, GD Geologist/Technical Staff, GD Chief, GD and Accountant, FAD 		
2	<ul style="list-style-type: none"> Pays the fees Submits duplicate copy of Order of Payment and presents OR to GD 	<ul style="list-style-type: none"> Accepts payment and issues OR; gives client the duplicate copy of the Order of Payment with notation of OR number and amount paid; Receives duplicate copy of Order of Payment and photocopies the OR; 	<ul style="list-style-type: none"> 15 minutes 15 minutes 	<ul style="list-style-type: none"> Cashier, FAD Geologist/Technical Staff, GD 		
3		<ul style="list-style-type: none"> Reviews EGGAR & prepares GRR; Forwards GRR with Letter of Endorsement to the Chief, GD; Evaluates GRR and initials Letter-Endorsement (in case of rectification, returns to Geologist/Technician Staff); 	<ul style="list-style-type: none"> 10 days 1 day 2 days 	<ul style="list-style-type: none"> Geologists/Technical Staff, GD Geologists/Technical Staff, GD Chief, GD 		
4		<ul style="list-style-type: none"> Reviews GRR and signs Letter of Endorsement (in case of rectification, returns to GD); 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Regional Director 		
5	<ul style="list-style-type: none"> Presents ID (or in cases of authorized representative, presents proof of authorization) to GD and acknowledges receipt of GRR 	<ul style="list-style-type: none"> Releases GRR to client. 	<ul style="list-style-type: none"> Anytime at the client's convenience 	<ul style="list-style-type: none"> Administrative Staff, GD 		
END OF TRANSACTION						





Citizen's Charter No. 8

GEOLOGICAL SERVICES						
Request for Geological Investigation/Geohazard Assessment						
Schedule of Availability of Service		Monday-Friday; 8:00 AM-5:00 P.M. without noon break				
Who May Avail of the Service		General Public				
What are the Requirements		Letter-request addressed to the Regional Director, Mines and Geosciences Bureau, Regional Office No. VIII				
Duration		20 days				
How to Avail of the Service						
Steps	Applicant/Client Activity	Service Provider	Duration of Activity (Under normal circumstances)	Person in charge	Fees	Forms
1	<ul style="list-style-type: none"> Submits letter-request for the conduct of Geological Investigation/Geohazard Assessment (GI/GA) 	<ul style="list-style-type: none"> Receives Letter-Request and forwards to the ORD; Transmits to GD; Transmits to Geologist/Technical Staff; 	<ul style="list-style-type: none"> 1 day 1 day 5 minutes 	<ul style="list-style-type: none"> Administrative Staff/Records Officer ORD Chief, GD 		
2	<ul style="list-style-type: none"> Meets with Geologist/Technical Staff, GD 	<ul style="list-style-type: none"> Geologist/ Technical Staff discusses & arranges schedule for the conduct of GI/GA; Prepares Order of Payment in two (2) copies; Reviews/initials Order of Payment; Signs Order of Payment; 	<ul style="list-style-type: none"> 2 hours 20 minutes 20 minutes 20 minutes 	<ul style="list-style-type: none"> Administrative Staff/Records Officer, FAD ORD Chief, GD Chief, GD and Accountant, FAD 		
3	<ul style="list-style-type: none"> Pays the fees Submits duplicate copy of Order of Payment and presents OR to GD 	<ul style="list-style-type: none"> Accepts payment and issues OR; gives client the duplicate copy of the Order of Payment with notation of OR number and amount paid; Receives duplicate copy of Order of Payment; 	<ul style="list-style-type: none"> 15 minutes 15 minutes 	<ul style="list-style-type: none"> Cashier, FAD Geologist/Technical Staff, GD 		
4	<ul style="list-style-type: none"> Accompanies the Geologist/Technical Staff to the site/study area 	<ul style="list-style-type: none"> Conducts GI/GA: 	<ul style="list-style-type: none"> 1 week including travel time; also dependent on size of coverage area 	<ul style="list-style-type: none"> Geologist/Technical Staff, GD 		
5	<ul style="list-style-type: none"> Submit samples to MGB Laboratory 	<ul style="list-style-type: none"> Accepts samples; Laboratory analyses; 	<ul style="list-style-type: none"> 1 day Dependent on number of samples submitted and type of analysis required 	<ul style="list-style-type: none"> MGB Laboratory MGB Laboratory 		
		<ul style="list-style-type: none"> Prepares/signs Technical Report (Geological Investigation Report Geohazard Assessment Report); 	<ul style="list-style-type: none"> 1 week (after release of results of laboratory analyses) 	<ul style="list-style-type: none"> Geologist/Technical Staff, GD 		
		<ul style="list-style-type: none"> Prepares initials Letter of Endorsement; Signs Letter of Endorsement; 	<ul style="list-style-type: none"> 15 minutes 1 day 	<ul style="list-style-type: none"> Chief, GD Regional Director 		
	<ul style="list-style-type: none"> Presents ID (or in cases of authorized representative, presents proof of authorization) to GD and acknowledges receipt of Report 	<ul style="list-style-type: none"> Releases Technical Report to client. 	<ul style="list-style-type: none"> Anytime at the client's convenience 	<ul style="list-style-type: none"> Administrative Staff, GD 		
END OF TRANSACTION						

Citizen's Charter No. 9



Name : Mine Management Division (MMD)
 Frontline Services : Issuance of Certificate of Accreditation of Traders of Minerals/Mineral Products/By Products
 Schedule of Availability of Service : Monday – Friday 8:00 AM – 5:00 PM
 Who may avail of the Service : Concerned Stakeholders
 How to avail of the Service :





No. (A)	Customer Activity (B)	MGB Action/s (C)	Officer/Person Responsible/Location (D)	Duration (E)	Documentary Requirements (F)	Amount / Fees (G)
Time duration: 6 hours and 15 minutes						
1	Submits duly accomplished Application Form together with Complete Mandatory Requirements. 	Receive the submitted Application documents and endorse/route to the Office of the Regional Director for further appropriate actions. 	Gloria A. Dumas Receiving/Releasing Clerk (FAD)	20 minutes	<ul style="list-style-type: none"> • Duly accomplished application form • Copy of the Permit/Contract of the Suppliers/sources of minerals/mineral products/by-products or copy of the Certificate of Accreditation in case the source of materials is trader, dealer or retailer; • DTI Registration for single proprietorship • SEC Certificate of Incorporation, Articles of Incorporation and By-Laws for corporation. • Proof of legal source or supply • Other supporting documents as the Regional Office concerned may require or the applicant may submit. 	
2		Act on the application documents based on the instructions of the Regional Director. 	Margarito Jerry S. Barreto OIC, Mine Management Division	10 minutes		
3		Check/verify the application form if duly accomplished and notarized and if the attached mandatory requirements are complete, otherwise return the application to the applicant. If mandatory requirements are complete and in order, advise the applicant to pay application fee and other corresponding fees. 	Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr. Mining Tenements Evaluation Section (MTES)	30 minutes		
4	Payment of Application fees and other corresponding fees i.e. Registration Fee 	Receive the application and registration fee payment. 	Ma. Carla Mateo Cashier II/FAD	30 minutes	<ul style="list-style-type: none"> • Order of payment for Application fee P5,000.00 • Order of payment for Registration of Proof of Legal Source/Supply P1,000.00 	PhP 9,000.00





					<ul style="list-style-type: none"> Registration for the SEC Certificate of Inc., Articles of Incorporation and By-Laws P3,000.00 	
5		<p>Initial evaluation of the application documents. Endorse the application to RD if the required documents are complied and in order.</p> 	<p>Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr.</p> <p>Mining Tenements Evaluation Section (MTES)</p>	3 hours	<ul style="list-style-type: none"> Endorsement letter for RD from MMD. 	
6		<p>Final evaluation and approval of the application.</p> 	<p>Leo Van V. Juguan, Ceso V Regional Director</p>	20 minutes	<ul style="list-style-type: none"> Endorsement letter for the RD with attached supporting documents, recommending for the approval. 	
7		<p>Advise the applicant to pay for the registration of the Certificate of Accreditation.</p>	<p>Leo Van V. Juguan, Ceso V Regional Director</p>	20 minutes		
8	Payment of the Registration Fee	<p>Receive the registration fee payment</p> 	<p>Ma. Carla Mateo Cashier II/FAD</p>	20 minutes	Order of payment for the registration fee	Php1,000.00
9		<p>Register the Certificate of Accreditation</p> 	<p>Alfredo C. Bueno, Jr. Mining Claims Examiner II/MMD</p>	20 minutes	Copy of the proof of payment of registration fee.	
10	Applicant receives the Certificate of Accreditation	<p>Officially release the Certificate of Accreditation</p>	<p>Gloria A. Dumas Receiving/Releasing Clerk</p>	15 minutes		
END OF TRANSACTION						









Citizen's Charter No. 10

Name of Office : Mines and Geosciences Bureau, Regional Office No. VIII
 Division : Mine Management Division (MMD)
 Frontline Service : Issuance of Exploration Permit
 Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM
 Who May Avail the Service : Concerned Stakeholders
 How to Avail of the Service :

No. [A]	CUSTOMER ACTIVITY [B]	MGB ACTION [C]	OFFICE/PERSON RESPONSIBLE/LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
Time duration: 15 hours and 15 minutes						
1	Submits duly accomplished Application Form together with Complete Mandatory Acceptance Requirements. 	Receive the submitted Application documents and endorse/route to the Office of the Regional Director for further appropriate actions. 	Gloria A. Dumas Receiving/Releasing Clerk (FAD)	20 minutes	<ul style="list-style-type: none"> • Application Form (MGB Form No. 06-1). • Filing and processing fee. • Certified True Xerox copy of Articles of Incorporation, By-Laws and Certificate of Registration (for corporations, partnership, associations or cooperatives or Proof of Filipino Citizenship for individual. • Location Map/Sketch Plan. • Area clearance from the Government agencies/LGUs concerned or a written permission from the land-owner(s) and surface owner(s) of the applied area. • Three-year Development/Utilization Work Program (MGB Form No. 6-2) • Environmental Work Program, • Application for CEMCRR or Certificate of Exemption. • Environmental Compliance Certificate (ECC) • Proof of Technical Competence (Curriculum Vitae, track record, Sworn statement/employment contract/proof of availed services of the technical person/s who undertake the implementation of the Work Program, etc.) 	



					<ul style="list-style-type: none"> • Proof of financial capability to undertake the implementation of the activities under the Work Programs. • Affidavit of Undertaking pursuant to DMO No. 99-10 	
2		<p>Act on the application documents based on the instructions of the Regional Director.</p> 	<p>Margarito Jerry S. Barreto OIC, Mine Management Division</p>	10 minutes		
3		<p>Check/verify the application form if duly accomplished and notarized and if the attached mandatory requirements are complete, otherwise return the application to the applicant. If mandatory requirements are complete and in order, advise the applicant to pay application fee and other corresponding fees.</p> 	<p>Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr.</p> <p>Mining Tenements Evaluation Section (MTES)</p>	30 minutes		
4	<p>Payment of Application fees and other corresponding fees</p> 	<p>Receive the application and registration fee payment.</p> 	<p>Ma. Carla Mateo Cashier II/FAD</p>	30 minutes	Order of payment	<ul style="list-style-type: none"> • P300.00/hectare or a fraction thereof but not less than P200,000.00/application • CEMCRR Application Fee P5,000.00 • Affidavit of no operation registration fee P1,000.00 • Registration Fee for the Articles of Incorporation, By-Laws and Certificate of Registration (for corporations, partnerships, associations or cooperatives-P3,000.00 • Registration Fee for the Sworn Statement/employment contract of the technical person P1,000.00 • Clearance Fee – P5,000.00




5		<p>Evaluation of the application documents. Advise the applicant to submit/comply the deficiencies (if any) and secure the other application requirements.</p> 	<p>Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr.</p> <p>Mining Tenements Evaluation Section (MTES)</p>	4 hours	Communication letter to the applicant.	
6		<p>Projection/verification of the applied area in the control map if the area is open for mining application. Send to DENR Regional Office concerned for Area Status/Clearance (One Stop Shop Committee (If approved, Prepare Area Clearance and If denied, issue an Area Status.</p> 	<p>Romeo I. Tan Engineer IV/MMD</p>	2 hours	Topographic Map/Survey Plan.	
7	Submit/secure other required documents.	<p>Receive the submitted Application documents and endorse/route to the Office of the Regional Director for further appropriate actions.</p> 	<p>Gloria A. Dumas Receiving/Releasing Clerk (FAD)</p>	20 minutes	<ul style="list-style-type: none"> • Proof of Posting of the Notice of Application: <ul style="list-style-type: none"> - PENRO - CENRO - MGB Regional Office - Province - Municipality • Proof of Publication and Radio Announcement • NCIP Certification • Certification of the Panel of Arbitrators concerned as to any adverse claim/protest/opposition. • Compliance to application deficiencies (if any) 	MGB-8 Certification Fee – P500.00 CEMCR/COE Registration Fee P1,000.00
8		<p>Evaluation of the submitted application documents. Endorse the application to RD if the required documents are complied and in order, for final evaluation and endorsement to MGB Central Office, otherwise send a notice to the applicant for compliance of lacking requirements.</p> 	<p>Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr.</p> <p>Mining Tenements Evaluation Section (MTES)</p>	4 hours	<ul style="list-style-type: none"> • Communication letter to the applicant, if necessary. • Endorsement letter for the Regional Director if the required documents are complied and in order. 	



9		Endorse the application to MGB Central Office for clearance to issue a Permit. 	Leo Van V. Juguan, CESO V Regional Director	30 minutes	• Endorsement letter for the MGB Director together with the supporting documents. .	
10		If with clearance to issue a permit from MGB Central Office, MGB-8 to inform the applicant to pay for the registration fee and other required fees prior the issuance of the permit and invite for the terms and conditions of the permit. 	Leo Van V. Juguan, CESO V Regional Director	30 minutes	Communication letter to the applicant.	
11	Payment of the registration fee for the Exploration Permit.	Receive the application and registration fee payment. 	Ma. Carla Mateo Cashier II/FAD	30 minutes	Order of payment	P5,000.00
12		Draft Exploration Permit. 	Dominador R. Sosing Admin. Asst. III/MMD	30 minutes		
13		Approval of the Exploration Permit. 	LEO VAN V. JUGUAN, CESO V Regional Director	10 minutes		
14		Advise the applicant to pay for the registration of the Exploration Permit. 	Leo Van V. Juguan, Ceso V Regional Director	20 minutes	Communication letter for the applicant.	
15	Payment of the Registration Fee	Receive the registration fee payment 	Ma. Carla Mateo Cashier II/FAD	20 minutes	Order of payment for the registration fee	PhP5,000.00
16		Register the Exploration Permit. 	Alfredo C. Bueno, Jr. Mining Claims Examiner II/MMD	20 minutes	Copy of the proof of payment of registration fee.	
17	Applicant receives the copy of the Exploration Permit.	Officially release the Exploration Permit.	Gloria A. Dumas Receiving/Releasing Clerk (FAD)	15 minutes		
END OF TRANSACTION						





Citizen's Charter No. 11

Name of Office : Mines and Geosciences Bureau, Regional Office No. VIII
 Division : Mine Management Division (MMD)
 Frontline Service : Issuance of Industrial Sand and Gravel (ISAG) Permit
 Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM
 Who May Avail the Service : Concerned Stakeholders
 How to Avail of the Service :

No. [A]	CUSTOMER ACTIVITY [B]	MGB ACTION [C]	OFFICE/PERSON RESPONSIBLE/LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
Time duration: 3 days 1 hour 15 minutes						
1	Submits duly accomplished Application Form together with Complete Mandatory Acceptance Requirements. 	Receive the submitted ISAG Permit Application documents and endorse/route to the Office of the Regional Director. 	Gloria A. Dumas Receiving Clerk/FAD	20 minutes	<ul style="list-style-type: none"> • Application Form (MGB Form No. 08-1). • Filing and processing fee. • Certified True Xerox copy of Articles of Incorporation, By-Laws and Certificate of Registration (for corporations, partnership, associations or cooperatives or Proof of Filipino Citizenship for individual. • Location Map/Sketch Plan. • Area clearance from the Government agencies/LGUs concerned or a written permission from the land-owner(s) and surface owner(s) of the applied area. • Five-Year Work Program. • Application for CEMCRR of Certificate of Exemption. • ECC • EPEP and FMR/DP (MGB Form No. 16-2). • Proof of Technical Competence • Sworn statement/employment contract/proof of availed services of the technical person/s who undertake the implementation of the Work Program. • Proof of financial capability to undertake the implementation of the activities under the Work Programs. 	
2		Act on the application documents based on the instructions of the Regional Director.	Margarito Jerry S. Barreto OIC, Mine Management Division	10 minutes		






3		<p>Check/verify the application form if duly accomplished and notarized and if the attached mandatory requirements are complete, otherwise return the application to the applicant. If mandatory requirements are complete and in order, advise the applicant to pay application fee and other corresponding fees. </p>	<p>Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr.</p> <p>Mining Tenements Evaluation Section (MTES)</p>	30 minutes		
4	<p>Payment of Application fees and other corresponding fees </p>	<p>Receive the application and registration fee payment. </p>	<p>Ma. Carla Mateo Cashier II/FAD</p>	31 minutes	Order of payment	<ul style="list-style-type: none"> • Application Fee P10,000.00 • CEMCRR Application Fee P5,000.00 • Registration Fee for the Articles of Incorporation, By-Laws and Certificate of Registration (for corporations, partnerships, associations or cooperatives-P3,000.00 • Registration Fee for the Sworn Statement/employment contract of the technical person P1,000.00 • Area verification Fee P6,000.00 • Clearance Fee – P2,000.00
5		<p>Evaluation of the application documents. Advise the applicant to submit/comply the deficiencies (if any) and secure the other application requirements.</p>	<p>Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr.</p> <p>Mining Tenements Evaluation Section (MTES)</p>	4 hours	Communication letter to the applicant.	

6		Projection/verification of the applied area in the control map and send to DENR Regional Office concerned for Area Status/Clearance (One Stop Shop Committee (If approved, Prepare Area Clearance and If denied, prepare Area Status and the application will be returned to the applicant)	Romeo I. Tan Engineer IV/MMD	2 hours	Topographic Map/Survey Plan.	
7		Verification of the applied area. 	Romeo I. Tan Engineer IV/MMD Wedell S. Gador Engineer IV Ayra Mae S. Tuazon - Aragon Engineer III	2 days	Proof of payment of area verification fee.	
8	Submit/secure other required documents.	Receive the submitted Application documents and endorse/route to the Office of the Regional Director for further appropriate actions. 	Gloria A. Dumas Receiving/Releasing Clerk (FAD)	20 minutes	<ul style="list-style-type: none"> • Proof of Posting of the Notice of Application: <ul style="list-style-type: none"> - PENRO - CENRO - MGB Regional Office - Province - Municipality • NCIP Certification • Certification of the Panel of Arbitrators concerned as to any adverse claim/protest/opposition. • Compliance to application deficiencies (if any) 	MGB-8 Certification Fee – P500.00 CEMCRR/COE Registration Fee P1,000.00
9		Evaluation of the submitted application documents. Endorse the application to RD if the required documents are complied and in order, for final evaluation and endorsement to MGB Central Office, otherwise send a notice to the applicant for compliance of lacking requirements.	Ayra Mae S. Tuazon-Aragon Reza Faye Saceda Carlos R. Bermudo Alfredo C. Bueno, Jr. Mining Tenements Evaluation Section (MTES)	4 hours	<ul style="list-style-type: none"> • Communication letter to the applicant, if necessary. • Endorsement letter for the Regional Director if the required documents are complied and in order. 	

10		Approval of the Industrial Sand and Gravel Permit. 	LEO VAN V. JUGUAN, CESO V Regional Director	10 minutes		
11		Advise the applicant to pay for the registration of the ISGP. 	Leo Van V. Juguan, Ceso V Regional Director	20 minutes	Communication letter for the applicant.	
12	Payment of the Registration Fee	Receive the registration fee payment 	Ma. Carla Mateo Cashier II/FAD	20 minutes	Order of payment for the registration fee	PHP5,000.00
13		Register the Industrial Sand and Gravel Permit. 	Alfredo C. Bueno, Jr. Mining Claims Examiner II/MMD	20 minutes	Copy of the proof of payment of registration fee.	
14	Applicant receives the copy of the Industrial Sand and Gravel Permit.	Officially release the Exploration Permit.	Gloria A. Dumas Receiving/Releasing Clerk (FAD)	15 minutes		
END OF TRANSACTION						








Citizen's Charter No. 12



Name of Office : Mines and Geosciences Bureau, Regional Office No. VIII
 Division : Mine Management Division (MMD)
 Frontline Service : Issuance of Area Status/Clearance
 Schedule of Availability of Service : Monday – Friday, 8:00 AM – 5:00 PM
 Who May Avail the Service : PMRB/Concerned Stakeholders
 How to Avail of the Service :

No. [A]	CUSTOMER ACTIVITY [B]	MGB ACTION [C]	OFFICE/PERSON RESPONSIBLE/LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
Time Duration: 4 hours and 45 minutes						
1	LGU concerned submits request for Area Status/Clearance together with supporting documents and pay corresponding clearance fee. 	Receive the submitted request and endorse/route to the Office of the Regional Director. 	Gloria A. Dumas Receiving Clerk/FAD	10 minutes	<ul style="list-style-type: none"> • Duly filled-up Application Form • Endorsement from concerned LGU • Survey Plan 	<ul style="list-style-type: none"> • Clearance Fee – P500.00
2		Act on the application documents based on the instructions of the Regional Director. 	Margarito Jerry S. Barreto OIC, Mine Management Division	20 minutes		
3		Projection/verification of the applied area in the control map. Area Clearance is issued for applied areas open to mining application and then forwarded to the concerned CENRO/PENRO for area Status/Clearance pursuant to DAO No. 2018-18. Area Status is issued for areas closed to mining application. 	Romeo I. Tan Engineer IV/MMD Ma. Salina V. Quitoriano Cartographer II/MMD	4 hours	Location Map/Sketch Plan	
4		Issuance of Area Status/Clearance. 	Leo Van V. Juguan, CESO V Regional Director	10 minutes		
5	LGU concerned received the Area Status/Clearance.	Releasing of the Area Status/Clearance	Gloria A. Dumas Receiving/Releasing Clerk(FAD)	5 minutes		
END OF TRANSACTION						

Citizen's Charter No. 13





Name : Mine Management Division
 Frontline Services : Issuance of Ore Transport Permit (OTP)
 Schedule of Availability of Service : Monday – Friday 8:00 AM – 5:00 PM
 Who may avail of the Service : Permit Holders, Contractors, accredited traders, retailers, processor and other mining rights holders
 How to avail of the Service :



No. (A)	Customer Activity (B)	MGB Action/s (C)	Officer/Person Responsible/Location (D)	Duration (E)	Documentary Requirements (F)	Amount / Fees (G)
Time Duration: 2 days 2 hours 55 minutes						
1	Submits duly accomplished Application Form together with Complete Mandatory Requirements. 	Receive the submitted Application documents and endorse/route to the Office of the Regional Director for further appropriate actions. 	Gloria A. Dumas Receiving/Releasing Clerk (FAD)	30 minutes	<ul style="list-style-type: none"> Duly accomplished application form Other supporting documents as the Regional Office concerned may require or the OTP applicant may submit.i.e. proof of payment excise tax and extraction fee 	
2		Act on the application documents based on the instructions of the OIC, Regional Director. 	Margarito Jerry S. Barreto OIC, Mine Management Division	10 minutes		
3		Check/verify the application form if duly accomplished and notarized and if the attached mandatory requirements are complete, otherwise return the application to the applicant. If mandatory requirements are complete and in order, advise the applicant to pay application fee and other corresponding fees. 	Alfredo C. Bueno, Jr. Carlos R. Bermudo Reza Faye Saceda Ayra Mae S. Tuazon-Aragon Mining Tenements Evaluation Section/MMD	30 minutes		
4	Payment of Application fees and other corresponding fees i.e. Registration Fee 	Receive the application and other corresponding fees. 	Ma. Carla Mateo Cashier II/FAD	30 minutes	Order of payment.	Applicatio Fee: PhP 2,000 – Metallic PhP 1,000 – Non Metallic Verification Fee: PhP 6,000.00
5		Upon payment of the application and verification fee, conduct ore stockpile verification and prepare verification report 	Reza Faye Saceda Ayra Mae S. Tuazon-Aragon Francis L. Combinido Wendell S. Gador Mine Management Division	2 days	Official Receipt of the Verification Fee (machine copy)	

6		Final evaluation of the required documents including the report of the technical personnel on the volume of the ore stockpile verified. 	Margarito Jerry S. Barreto OIC, Mine Management Division	30 minutes		
7		Preparation of the Ore Transport Permit 	Alfredo C. Bueno, Jr. Carlos R. Bermudo Reza Faye Saceda Ayra Mae S. Tuazon-Aragon Mining Tenements Evaluation Section/MMD	30 minutes		
8		Issue the OTP	Leo Van V. Juguan, CESO V Regional Director	10 minutes		
9	Applicant receives the copy of the OTP.	Officially release the OTP	Gloria A. Dumas Receiving/Releasing Clerk/FAD	5 minutes		
END OF TRANSACTION						

Citizen's Charter No. 14





Name : Mine Management Division
 Frontline Services : Issuance of Mineral Ore Export Permit (MOEP)
 Schedule of Availability of Service : Monday – Friday 8:00 AM – 5:00 PM
 Who may avail of the Service : Permit Holders, Contractors, accredited traders, retailers, processor and other mining rights holders
 How to avail of the Service :

No. (A)	Customer Activity (B)	MGB Action/s (C)	Officer/Person Responsible/Location (D)	Duration (E)	Documentary Requirements (F)	Amount / Fees (G)
Time duration: 3 hours and 25 minutes						
1	Submits duly accomplished Application Form together with Complete Mandatory Requirements. 	Receive the submitted Application documents and endorse/route to the Office of the Regional Director for further appropriate actions. 	Gloria A. Dumas Receiving/Releasing Clerk (FAD)	30 minutes	<ul style="list-style-type: none"> • Duly accomplished and notarized application form under DAO No. 2008-20 • Original or duly certified true copy of the pertinent: <ul style="list-style-type: none"> • OTPs/DRs • Field Validation report • Mining permit/contract • Certificate of Accreditation by the MGB, if MOEP applicant is engaged in mineral trading • Sales/purchase/marketing contract or purchase order • Proof of payment of excise tax or surety bond • Proof of payment of royalty tax, if within Mineral Reservation • Final sales/invoice of the previously exported similar mineral/s or ores/s if any • Other supporting documents as the Regional Office concerned may require or the MOEP applicant may submit. 	
2		Act on the application documents based on the instructions of the OIC, Regional Director. 	Margarito Jerry S. Barreto OIC, Mine Management Division	10 minutes		
3		Check/verify the application form if duly accomplished and notarized and if the attached mandatory requirements is complete, otherwise return to the applicant. If first time MOEP applicant, forward to MGB CO. 	Alfredo C. Bueno, Jr. Carlos R. Bermudo Reza Faye Saceda Ayra Mae S. Tuazon-Aragon Mining Tenements Evaluation Section	1 hour		

5		Final evaluation of the required documents including the report of the technical personnel on the volume of the ore stockpile verified, then prepare the MOEP 	Margarito Jerry S. Barreto OIC, Mine Management Division	30 minutes		
6		Preparation of the Mineral Ore Export Permit.	Alfredo C. Bueno, Jr. Carlos R. Bermudo Reza Faye Saceda Ayra Mae S. Tuazon-Aragon Mining Tenements Evaluation Section	1 hour		
7		Issue the MOEP and advise the applicant to notarize. 	Leo Van V. Juguan, CESO V Regional Director	10 minutes		
8	Submit the notarized MOEP.	Officially release the MOEP.	Gloria A. Dumas Receiving/Releasing Clerk/FAD	5 minutes		
9	Applicant receives the copy of the MOEP.					
END OF TRANSACTION						

Citizen's Charter No. 15

Name : Mine Management Division
 Frontline Services : Issuance of a Certification/Certificate of Ore Transport
 Schedule of Availability of Service : Monday – Friday 8:00 AM – 5:00 PM
 Who may avail of the Service : Contractors/Permit Holders/mining rights holders, traders, dealers and retailers of minerals/mineral products/by products and other individuals
 How to avail of the Service :

No. (A)	Customer Activity (B)	MGB Action/s (C)	Officer/Person Responsible/Location (D)	Duration (E)	Documentary Requirements (F)	Amount / Fees (G)
Time duration: 2 hours and 35 minutes						
1	Submit letter-request for issuance of Certification/Ore Transport Certification and pay corresponding fee(s). 	Receive the letter-request and endorse/route to the Office of the Regional Director.	Gloria A. Dumas Receiving/Releasing Clerk(FAD)	10 minutes	Letter-request	Certification Fee P500.00
2		Act on the application documents based on the instructions of the Regional Director. 	Margarito Jerry S. Barreto OIC, Mine Management Division	5 minutes		
3		Gather the informations needed from the records and prepare the requested certification. For the transport of ore, the sample/s will undergo megascopic analysis. 	Alfredo C. Bueno, Jr./MMD Carlos R. Bermudo/MMD Reza Faye Saceda/MMD Ayra Mae S. Tuazon-Aragon/MMD <i>(in coordination with Geosciences Division technical personnel)</i>	2 hours		
4		Issue the Certification 	Leo Van V. Juguan, Ceso V Regional Director	10 minutes		
5	Applicant receives the Certification	Officially release the Certificate of Accreditation	Gloria A. Dumas Receiving/Releasing Clerk(FAD)	10 minutes		
END OF TRANSACTION						



CLIENT FEEDBACK FORM

It is our pleasure to know how we have served you.

(Kalipayan namon hibaroan hun patiunan-o kami naghatag hin serbisyo ha iyo.)

Very Dissatisfied Dissatisfied Satisfied Very Satisfied

Person/Unit/Office transacted with: _____ Date: _____

Service Availed of:

- Inquiry (Please specify): _____
- Request (Please specify): _____
- Follow-up (Please specify): _____
- Others (Please specify): _____

	1 Very Dissatisfied <i>(Duro ka diskontento)</i>	2 Dissatisfied <i>(Diskontento)</i>	3 Satisfied <i>(Kontento)</i>	4 Very Satisfied <i>(Duro ka kontento)</i>
Timeliness/Response Time and Competence <i>(Kamadagmit han pag-asikaso)</i>				
Courtesy & Extra Mile <i>(Maupay nga Pag-asikaso)</i>				
Fairness & Ethical Treatment <i>(Patas nga Pagtratar)</i>				
Service Quality <i>(Kalidad han Serbisyo)</i>				
Client Satisfaction <i>(Kakontento han Serbisyo)</i>				

For your compliment, suggestion and comment. *(Pakisurat ha ubos kun mayda ka gintagusya, reklamo, suhistryon o komento).*

Optional:

Name: _____ Gender: Male Female

Contact Number: _____